CHCMHS004 Work collaboratively with the care network and other services

# Modification History

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| --- | --- |
| Release | Comments |
| Release 2 |  |

# Application

This unit describes the skills knowledge required to work collaboratively with the care network and other potential services for a person with mental health challenges. This work provides a recovery-oriented practice approach, involving a variety of health and community service professionals working collaboratively with the person and their care network.

This unit applies to work with people experiencing mental health challenges in a range of community services work contexts.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standard and industry codes of practice.

# Elements and Performance Criteria

| ELEMENT | PERFORMANCE CRITERIA | |
| --- | --- | --- |
| Elements define the essential outcomes | Performance criteria describe the performance needed to demonstrate achievement of the element. | |
| 1. Identify and build resilience and capacity in the person’s care network and community of choice | | 1.1 Work collaboratively to identify the scope and membership of the person’s care network and their community of choice  1.2 Work with the person with mental health challenges to clarify the roles and importance of members of the care network and determine their potential to positively impact the life of the person  1.3 Work collaboratively with the person to expand or strengthen the care network, or increase their participation in their community of choice  1.4 Provide support or information to assist the person uphold their rights and strengthen their care network |
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| 2. Develop and maintain effective working relationships with other services and programs | | 2.1 Establish networks and local contacts to maximise availability of service options so a person’s needs can be holistically met  2.2 Review local services to identify benefits and limitations and relevance to the person’s wellness  2.3 Clarify the scope of collaboration and work within individual, team and multi-disciplinary roles  2.4 Establish and document partnerships through negotiation  2.5 Develop and maintain working relationships with local service providers that align with the person’s needs  2.6 Identify own limitations and refer the person to other services following consultation and organisational policies |

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| --- | --- |
| 3. Review and monitor services provided by other organisations and programs | 3.1 Review the effectiveness of referrals and services with the person and relevant providers  3.2 Identify gaps or unmet needs  3.3 Negotiate or advocate to align services with the person’s recovery goals  3.4 Resolve issues the person is experiencing with other services in collaboration with all parties |

# Foundation Skills

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| The Foundation Skills describe those required skills (language, literacy, numeracy and employment skills) that are essential to performance. | |
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| Foundation skills essential to performance are explicit in the performance criteria of this unit of competency. | |

# Unit Mapping Information

No equivalent unit.

# Links

Companion Volume implementation guides are found in VETNet -

Assessment Requirements for CHCMHS004 Work collaboratively with the care network and other services

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# Performance Evidence

The candidate must show evidence of the ability to complete tasks outlined in elements and performance criteria of this unit, manage tasks and manage contingencies in the context of the job role. There must be evidence that the candidate has:

* worked collaboratively with at least 3 different people with mental health challenges to meet recovery goals
* performed the activities outlined in the performance criteria of this unit during a period of at least 80 hours of work

# Knowledge Evidence

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the work role. This includes knowledge of:

* legal and ethical considerations (international, national, state/territory and local) for mental health work, and how these are applied in organisations and individual practice:
* codes of practice
* discrimination
* dignity of risk
* duty of care
* human rights
* mandatory reporting
* practice standards
* privacy, confidentiality and disclosure
* policy frameworks
* records management
* rights and responsibilities of workers, employers and people accessing services
* specific mental health legislation and its impact on individual workers
* work role boundaries including responsibilities and limitations
* work health and safety
* values and principles of the mental health sector, including:
* recovery and recovery oriented practice
* health promotion and prevention
* holistic approach
* empowerment and disempowerment
* access and equity
* early intervention
* rights- based practice
* social justice and inclusion
* citizenship
* roles and importance of different components of the support network, including:
* natural supports
* peer support
* family, friends and carers
* formal services
* models of care coordination
* local and state services, including:
* availability
* appropriateness
* referral protocols
* historical, social and policy contexts of mental health service delivery and their impact on current practice
* basic negotiation and conflict resolution techniques
* reflective practice and its role in ongoing learning, growth and quality practice

# Assessment Conditions

Skills must have been demonstrated in the workplace or in a simulated environment that reflects workplace conditions. Where simulation is used, it must reflect real working conditions by modelling industry operating conditions and contingencies, using suitable facilities, equipment and resources.

# Links

Companion Volume implementation guides are found in VETNet -